


**Mayor's Action Center**  
Service Level Attainment Compliance  
February 2013

Service Level Agreement	Target Performance		Current Performance			
Speed to Answer Calls	< :20					
Abandon Rate	< 5%					
Time on Call	< 2:30					
After Call Work	< :40					
Top 5 Service request	Animal (1,195)	Trash (808)	Chuckhole (402)	Aban Vehicle (265)	Zoning Violation (150)	